

Created	Topic	Branch	Comment	Notes	Contact
5/30/2023 16:16	Customer Service	Appaloosa	<p>I LOVE THIS LIBRARY. Above this also applies to not just customer service, but atmosphere, events, the online system, and the materials available. I have been using the Scottsdale Library system for years and it is just fantastic!</p> <p>Everyone has always been so helpful when I had issues checking out, looking for a book, renewing my license, and even changing pick up from indoors to the drive through. I completely forgot to reset for the drive through and the kind employee went and got it from the shelf. Mind you it wasn't busy at the library so she assured me it was OK and that I didn't put her into a bad position. It was so nice.</p> <p>I just want the Scottsdale Library Appaloosa Branch to know I am so happy with all interactions whether it be at the library or online.</p> <p>Thank you for everyone's hard work!!!! And below, I don't have to be contacted but if you wanted any testimonials done on another site, I'm happy to provide.</p>	<p>Dear [Redacted],</p> <p>Thank you so much for taking the time to share these wonderful comments about the service you receive at Appaloosa Library. We work to provide exceptional service each and every day and I'm so glad that you are finding that to be the case.</p> <p>We look forward to seeing you in the future and thank you for your ongoing use of the Scottsdale Public Library System.</p> <p>Sincerely,</p> <p>[Redacted]</p>	Yes
5/28/2023 20:17	Library/Online Materia	Appaloosa	<p>Hello, my name is Nate Green, Sr. How can I get you to purchase my book for your library? The book is about reading and speaking English. ISBN: 978-1-6442-6574-1. Title: Reading and Speaking English by Sound. Author: Nate Green, Sr.</p>	<p>Spoke to the Collection Management Coordinator and she is responding to this patron as he submitted several online comments.</p>	Yes
5/28/2023 20:16	Library/Online Materia	Arabian	<p>Hello, my name is Nate Green, Sr. How can I get you to purchase my book for your library? The book is about reading and speaking English. ISBN: 978-1-6442-6574-1. Title: Reading and Speaking English by Sound. Author: Nate Green, Sr.</p>	<p>Spoke to the Collection Management Coordinator and she is responding to this patron as he submitted several online comments.</p>	Yes
5/23/2023 14:07	Atmosphere	Civic Center	<p>(Given verbally at Account Services Desk):</p> <p>Lighting is bad by express computers.</p>	<p>Noted. No lights are out around the express computers. This is a first complaint and we will watch to see if other patrons experience difficulty.</p>	No
5/22/2023 17:45	Study/Meeting Rooms	Civic Center	<p>I was utilizing the Obsidian study room today and noticed that someone has carved some political BS into the table. Disgusting.</p>	<p>Hello [redacted],</p> <p>Thank you for bringing the vandalism to our attention. The carvings the study room have been covered and we will be repairing/replacing the furniture as soon as we are able.</p> <p>Have a great day,</p>	Yes
5/22/2023 16:48	Programs/Events	System	<p>Submitted on a comment card at Mustang on 5/20/23.</p> <p>We really love the monthly crafts. Please consider bringing them back for the summer. Thanks.</p>	<p>Noted</p>	No

5/22/2023 16:30 Computer/Internet System	Submitted on a comment card at Mustang on 5/8/23.  When attempting to log on to SPL the connection repeatedly times out with the message: "10:10:100.1 is taking too long to respond".  I routinely logged into Mustang WiFi for the last several years until change to log in page in 2023. I have no problems logging into my home WiFi nor other public WiFi.	Submitted the issue to IT. Followed up with the patron by phone. Patron explained it only happens when he uses an older operating system, Windows 7. I included this in my notes to IT. I let the patron know that IT was working on the issue and to alert the staff if the issue continued so we could further troubleshoot.	Yes
5/22/2023 16:23 Programs/Events Mustang	Received on a comment card at Mustang on 5/2/23.  I'm interested in the weekly movies but would be nice when the library is previewing something historical, like May featuring military, there be a short presentation ahead of the movie explaining the period in history so we better understand.	Shared with Adult Services librarian. Discussed having books on the topic prior to program near program marketing and also available at program. Great suggestion.	No
5/22/2023 16:18 Customer Service Mustang	Received on a comment card at Mustang 5/18/23.  Thank you so much for such a wonderful library system! Everyone is always very nice and helpful, and I've saved so much money on books! Thank you!!	No response requested.	No
5/22/2023 11:12 Accessibility Mustang	I have a hard time reading the music CDs on the bottom shelf, and if I get down on my hands and knees I can't get back up again.	While we are limited by our shelving, we will investigate options to make this better for our patrons.	No
5/22/2023 10:57 Customer Service Appaloosa	The following comment was written on a yellow comment card inside Appaloosa on May 20, 2023. "Superb!!! The librarian was so helpful to my kids. Her knowledge of showing things were amazing. We will come again and again to this location. Great service. Keep it up. Thank u so much."	Noted with pleasure. I have shared with the staff that was working on Saturday. (Sky Larsen)	No
5/22/2023 9:40 Programs/Events Civic Center	This is to thank the person responsible for the art class presented by [Redacted] the end of March.  The class seemed to be an art therapy class for some of us and I was so grateful for making it simple and easy. She was magical in how easy she made it seem and gave me the method to do it for myself. I don't know if that was her intention. I have a special place in my heart for libraries and especially ours. You are doing a great job to appeal to so many varied desires and interests. Please thank [Redacted] for her role in helping me visually express a painful occurrence in my life.	Received with thanks for this great compliment about the art therapy class. Will share with the Coordinator, as well.	No
5/21/2023 11:17 see my comment below see my comment below	you can only take out digital books for two weeks. When I lived in IL I had the option of taking out digital books for three weeks. It would be great to have that option in my opinion.	Noted. The digital check-out period on Overdrive is determined by the consortia and cannot be adjusted by individual libraries. It is currently set at two weeks for ebooks due to volume of demand and budget constraints.	No

5/19/2023 19:03 Customer Service Mustang	They were very helpful in setting up my account...	<p>Thank you, [Redacted], for taking the time to submit a comment card at Mustang. I'm happy staff were able to assist you with your account.</p> <p>If you haven't already, please consider joining our Summer Reading Program. It's for all ages, and you can earn a free book as well as other prizes.</p> <p>I hope we'll be seeing you back at Mustang in the near future! Thank you for your continued support of the library.</p> <p>Best wishes,</p>	Yes
5/17/2023 12:06 Customer Service Arabian	<p>I came yesterday with my two boys for the lego activity and was very grateful for the two positive interactions I had with three different people upon my visit. First, one of the interns/volunteers who was helping with the lego event was engaging and kind. I believe she is a high school student who is interning and she was very helpful and friendly. Second, there was a woman at the desk who helped me with finding books for my sons and also shared a lot of information regarding the summer reading program and getting my card reactivated. It was very refreshing and I just wanted to voice my appreciation for their cheerfulness and positive work ethic. Thank you for this great customer service experience and we are sure to be back to visit!</p>	<p>Hello, [Redacted], and thank you for your kind comments about your visit to Arabian Library on May 16, 2023.</p> <p>I'm so pleased to learn that you had a positive and productive visit, and that the staff met your expectations for customer service.</p> <p>I will share your comments with the rest of the library staff.</p> <p>We look forward to seeing you at the library again, soon!</p> <p>Thanks again,</p>	Yes
5/17/2023 11:17 Library/Online Materia Civic Center	Please add to \$.50 paperbacks- especially historical romance books.	Shared this request with the volunteer supervisor again.	No
5/16/2023 10:55 Library/Online Materia DVD recommendation	I would like to suggest the movie "Persepolis" based on the book of the same name by Marjane Satrapi.	The item is available from our contracted vendor but the order is waiting for the new fiscal year.	No
5/16/2023 9:38 Library/Online Materia Arabian	For 2 days I have pressed Libby app to get a new book yet only get the symbol on the screen. [Redacted]	<p>Hello and thank you for your note.</p> <p>The Libby app sometimes misbehaves for certain types of mobile reading devices. My initial read is that the recent app update did a doozy on your access. To tackle the problem would you please call or email me directly.</p> <p>Helpful info:            What type of device do you use Libby with as your preference?            Do you have approximate age of device?            Do you have estimate on most recent device update?</p> <p>Your answers will help us narrow down what is happening to the Libby app or let us find a work-around. Not to worry, we will get you up and using Libby once we triangulate the issue together.</p>	Yes
5/15/2023 9:40 Library Shop Appaloosa	<p>The following comment was written on a yellow comment card inside Appaloosa Library on May 11, 2023.</p> <p>"Plz bring back magazines to the shop. One of my fav features - I would donate and buy. Thx"</p> <p>Patron left their phone number but checked "no contact".</p>	Noted. Have share suggestion with the Library Staff responsible for stocking the Library Shop.	No

5/15/2023 8:43 Computer/Internet Civic Center	<p>Is it possible to get online searches for "books" on the computer to filter out "ebooks" and only show actual books?</p> <p>Maybe a software update?</p> <p>Otherwise, beautiful library. Helpful people.</p>	<p>Hello!</p> <p>Thank you for your kind words about our library [Redacted]!</p> <p>In response to your query, it is possible to filter out ebooks when doing a search. Right underneath the keyword search box are two other options, "Search by" and "Limit by". "Limit by" is a drop down and the default is All Materials but if you select Books, which is the 3rd option down, it will limit to only physical books.</p> <p>If you have any problems or further questions, staff at any of our service desks will be happy to guide you through more search options!</p> <p>Regards,</p>	Yes
5/13/2023 23:57 Library/Online Material Digital Library	<p>This is terrible! I checked out a Patterson book [London Bridges] but I can't get it and it says: "No item out"!!?? And when I try again it says "Patron checked already out."</p> <p>Of course, the system breaks down on a weekend! :( I checked out a book by James Patterson [London Bridges] but I can't read it!!!!</p> <p>Your website says after I checked it out: "No item out" and when I try to check it out again, it says "Item checked out by Patron!" What do I do?????</p>	<p>Hello Ms. [Redacted],</p> <p>Looking at your account, it does show that while the Borrow step went through, the Download step for London Bridges was not successful. But the rest of your account is a little confusing. I show one title checked out in the Kindle format (Violets are Blue), the other two Patterson's as pending (=checked out but not downloaded). If you would please reply back with the type of device you read ebooks on, that would be a big help as Amazon has proprietary format and can get blocked at multiple steps. Please email or contact me directly with the contact information below.</p> <p>We will need to do a little bit more digging to unravel the mess, but we will figure it out together and get your reading. The first step is to know the ebook reader you use.</p> <p>Thank you for supporting your local public library and have a great day!</p>	Yes
5/12/2023 18:18 2023 Summer Reading Civic Center	<p>[Redacted]</p> <p>I was in May 12, 2023, to renew my library card. When I was helped to locate a shelf item, a "Summer Reading List" was mentioned. How can I obtain a printed version?</p>	<p>Hello [redacted],</p> <p>I'm responding to a comment you left earlier in May about a Summer Reading List at Scottsdale Public Libraries. There isn't a curated list for the library specific to Summer Reading. I'm not sure in what context the mention of the list was made by our staff, so I don't know what they were referring to.</p> <p>Our Summer Reading Program is now open and you can definitely register to participate and get prizes for the reading you are already doing. Adults can have fun this summer too! Check out our Summer Reading Page to find out what prizes you can earn, to register, and to log your minutes. Also, feel free to reach out to me if you have any other questions, concerns, or suggestions.</p> <p>Thank you and have a wonderful day!</p>	Yes

5/11/2023 10:22	Programs/Events	Civic Center	<p>Several years ago (pre-Covid) there were medical talks held in the auditorium at Civic Center Library.</p> <p>I believe these talks were in conjunction with Scottsdale Healthcare. The guest speakers included doctors, dieticians, physical therapists, and nurses. They provided excellent information and health tips. I hope you will have them again.</p> <p>Thank you</p>	<p>Called patron to let her know that the partnership she described with Scottsdale healthcare no longer exists because Honor Healthcare has a different arrangement for community outreach. I also let her know that we do plan more health-related programming in the fall, including walking regimens and a balance and safety series for seniors through our partnership with the Area Agency on Aging and a diabetes wellness/prevention series. We are also actively pursuing a partnership with Honor Health to be recipients of their educational outreach.</p>	Yes
5/8/2023 8:54	Computer/Internet	Civic Center	<p>Hi</p> <p>Love the idea of providing relevant book reviews on website or on Libby.</p> <p>I can also reach out to other entities when I am pleased or highly disappointed on a book</p> <p>Perhap?</p> <p>Thank you</p>	<p>I think this patron is interested in submitting book reviews for the library website or for ebooks through the Libby app. Patron did not provide contact information for follow up but Goodreads would be the recommendation for this patron to submit ratings and reviews that other library patrons may see in the enhanced catalog entry for items within our collection.</p>	No
5/6/2023 14:04	Customer Service	Civic Center	<p>[Redacted] and front desk Librarians were very thoughtful and gracious for giving me the best customer service one one can ask for. [Redacted] thank you for helping me with my books to my car and the front desk thank you for allowing me to sit while you helped me find what I was asking for. My grandchildren love their new library books and I am so appreciative of the cartwheels you all did to help me. I know that this kind of great treatment is not everywhere and I make it a point to call out when I get great service. I love the city of Scottsdale but especially the Civic Center which has the best people!</p>	<p>Happily noted and shared with [Redacted] and promoted to all CC staff.</p>	No
5/6/2023 10:59	Hours of Operation	Arabian	<p>I love that the library is open every day! Thank you for funding this.</p>	<p>Noted.</p>	No

5/3/2023 15:45 Customer Service	Appaloosa	<p>The following comment was written on a yellow comment card inside Appaloosa Library on 4/30/23.</p> <p>"Scottsdale library workers are amazing as I wrote in last month's comment. Sunday hours and quick processing of requests. Would like you to order more large print please (please is underlined)."</p>	<p>Dear [Redacted],</p> <p>Thank you very much for your kind words about the Staff and Library Services at the Appaloosa Library. We appreciate hearing from our patrons. I'm glad to hear that the Sunday hours and Request Process work so well for you.</p> <p>You also mentioned that you would like us to order more Large Print books. The Large Print collection at Appaloosa is very popular and as you know our collection is continually moving around between our four locations. I would encourage you to use our Request Process for titles that you are specifically interested in if you don't see that title at Appaloosa. We have found that there is often a delay in Large Print editions being released and may not be available for some time after a title's original publication date. If you do have specific titles that you would like to see the library purchase, I suggest that you use our "Suggest a Purchase" service on the library website. I have included the link below. In the notes field you can indicate that you are suggesting the purchase of the Large Print edition.</p> <p><a href="https://www.scottsdalelibrary.org/services/suggest-a-purchase">https://www.scottsdalelibrary.org/services/suggest-a-purchase</a></p> <p>Thank you for your continued use of the Appaloosa Library.</p> <p>Sincerely, [Redacted]</p>	Yes
5/3/2023 15:39 Atmosphere	Appaloosa	<p>The following comment was written on a yellow comment card inside Appaloosa Library on 4/29/23.</p> <p>"Bravo for putting new large prints in view. Thank you, [Redacted]"</p>	Noted with pleasure. [Redacted]	No
5/3/2023 11:14 Library/Online Materia	Civic Center	Please add historical/regency books to \$.50 selections	Noted. Library Shop selection is dependent on donated materials. Shared patron request with Volunteer Supervisor.	No
5/2/2023 10:25 Customer Service	Civic Center	<p>20230502 10:20 AM</p> <p>Cannot contact you by phone; option 5 does not work-just recycles back to beginning message.</p> <p>Tried e-mail(ask a Librarian) next; cannot get past step 3 on first page; will not take option click.</p>	Tested both the phone system and the Ask-a-Librarian form online the same day this was submitted and found both working with no issues. Customer did not leave contact information, so I was unable to make contact to offer assistance or get additional information on the issues the patron was experiencing.	No
5/1/2023 13:14 staff picks	Mustang	To whoever put The Gilded Age on the staff picks display: That was a great recommendation! I loved the series. It was a fantastic recreation of the era.	Thank you to AS Librarian [Redacted] for creating an excellent display.	No

5/1/2023 11:08 Atmosphere	Arabian	<p>I am visiting Phoenix, AZ [for the] first time from [the] State of California. I am really shocked by the behavior and language of "Desert Canyon middle school" children. Libraries are supposed to be quiet. This is the first library which allows shouting by kids. Kids are using profanity and slurs openly, and I am schoked [sic]. These kids are around 11-12 years of age, and they are making chaos all over. I don't know what kind of adults they will turn into.</p>	<p>[Redacted] replied to the email:  Hi [Redacted],  I came back to California six days ago, and I really appreciate your response.  I don't think I will be coming to Phoenix, AZ soon, but it was nice meeting a pleasant person like you.  Did you make a complaint at Desert Canyon high school? And are the students being disciplined or any action been taken against them?  Please let me know [Redacted]  -----  (Here's my reply.)  -----  Thanks, [Redacted].  It was a pleasure meeting you.  I didn't follow through with the complaint to staff at Desert Canyon Middle School. Although the principal has been very supportive, especially in situations when we need help identifying a student or students, the library staff are truly the ones responsible for enforcing our Rules of Conduct, which we have continued to do regularly since your visit.  However, I was able to work with Scottsdale Police and the DCMS School Resource Officer assigned to the campus, to get permission for the Officer to work some extra hours. He will be visiting Arabian Library regularly over the remaining weeks in the school's calendar, helping with stemming the behavioral issues. The Officer is a great guy, and has already built rapport with the students, so he will be a great asset to have</p>	Yes
5/1/2023 10:57 Customer Service	Arabian	<p>An Arabian Library patron shared a compliment with me, thanking [Redacted] for her excellent Storytime on April 3, 2023. She also said her two sons loved playing their maracas,</p>	<p>Received with thanks from the patron.  Will share this excellent comment with [Redacted] and her supervisor, [Redacted].</p>	No